

Inspection report for children's home

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Inspection date	25/03/2013
Inspector	Monica Hargreaves
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	09/11/2012
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Service information

Brief description of the service

The children's home is run by a local authority. It is registered to accommodate up to four young people of either gender who have experienced behavioural and emotional difficulties.

The inspection judgements and what they mean

Good progress	The children's home has demonstrated continued improvement in quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the large majority of recommendations that were raised at the previous inspection.
Satisfactory progress	The children's home has maintained quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the majority of recommendations that were raised at the previous inspection.
Inadequate progress	The children's home has failed to address one or more requirements and/or has not met the majority of recommendations and/or the quality of care and outcomes for children and young people have declined since the last full inspection.

Progress

Since their previous inspection the service is judged to be making **good progress**.

At the last inspection in November 2012, the overall effectiveness of this service was judged to be good. Since that inspection, the home has made good progress.

One requirement was made at the last inspection. This is met. The young people's telephone has been repaired and is available for them to use when they wish. This allows young people to make private phone calls independent of staff.

Two recommendations were also made at the last inspection. These related to the timescale for the completion of investigations into allegations and consultation with young people and stakeholders. These recommendations are both met. The manager reported that the investigation into a young person's allegation has now been completed. The delay arose because of some changes in personnel within the authority. The manager is confident that there should be no such delay in future investigations. The manager and staff regularly consult with young people, their families and social workers. Feedback from these consultations is used to inform young people's care plans and developments in the home.

Young people continue to make good progress in a number of areas because they are well cared for by a committed team of staff who have an excellent understanding of their needs. In particular, young people are supported to develop their social and practical skills. This helps to promote their confidence and prepares them for independence. Since the last inspection, staff have helped some young people to move on from the home successfully, either into their own flats or into supported accommodation. These young people have kept in touch with staff and are reported to be doing very well. The work that staff do to prepare young people for independence is valued by families and professionals. One professional said, 'staff do fantastic work with independence training.'

Staff have also been able to identify education placements for some young people who had not engaged with education for some time before they came to live in the home. These young people are now attending and have developed plans for their future employment. Staff effectively support contact arrangements between young people and their families. This maintains family relationships and supports young people's sense of identity.

Staff training has been kept up-to-date, which means that they have been able to maintain their knowledge and skills. Care staff report that they receive excellent support from their managers. There is good communication within the team which enables staff to provide consistent care to young people. Staff work closely with parents and other agencies, such as health, education and social workers. This collaborative working supports young people's progress. Relatives and professionals who contributed to this inspection made very positive comments about the quality of care in the home. For example, a parent said 'care in this home is excellent - brilliant', and a professional said 'care in this home is really good. Young people do well here.'

Young people enjoy very positive, nurturing relationships with staff. This enables them to feel settled in their home. They report that they feel safe. There is no bullying and young people generally behave well towards one another and staff. Staff are trained to respond positively to difficult or challenging behaviour, including in the use of restraint. They are successful in helping young people to learn to behave in ways that are socially acceptable. As a result, there are hardly any incidents that result in physical intervention. This contributes to young people's feeling of safety in the home. Young people confirm that they can talk to the manager and staff and say that they feel they are well looked after. A young person said, 'it's chilled here'. Young people know how to complain and they feel that they are listened to. This helps them to feel valued and promotes their self-esteem.

Young people benefit from living in a homely and well-maintained environment. They are encouraged to personalise their own rooms and to help to choose decorations in communal areas of the house. This helps them to take a pride in their environment. Any damage to the home is repaired promptly. Routine health and safety checks and robust risk assessments ensure that the home is kept safe.

The home continues to be well managed. The manager and deputy provide regular

supervision to staff and monitor the quality of the care that is given to young people and the progress they make. This ensures that good standards are maintained.

No requirements or recommendations have been made at this inspection.

About this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the progress made by the provider since the last full inspection, identifies any further strengths, any areas for improvement and makes judgements as outlined in the *Inspection of children's homes – framework for inspection*.